

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU**

Departmental Quality Improvement Council Meeting

A G E N D A

August 10, 2015
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:15	Clinical Quality Improvement ➤ OMD Report	C. Eisen/K. Lee
III	9:15 – 9:35	Improving Access to Care – Care Clinic	Emily Ramos
IV	9:35 – 9:50	Grievances & Appeals – Patients' Rights Office	M. Hernandez
V	9:50 – 10:00	Cultural Competency Updates	S. Chang Ptasinski
VI	10:00 – 10:05	Policy Update – Office of Compliance	R. Faveau
VII	10:05 – 10:15	MHSIP Survey Provider Directory	V. Joshi
VIII	10:15 – 10:30	Change of Provider Provider QI Process	N. Kasarabada
		Announcements:	

Next Meeting
September 14, 2015
9:00 – 10:30 a.m.
550 S. Vermont Ave. 10th Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	August 10, 2015
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.		
Members Present	Antonio Banuelos; Alyssa Bray; Aprill Baker; Barbara Engleman; Barbara Paradise; Bertrand Levesque; Caesar Moreno; Debra Mahoney; Elisabeth Gildemontes; Elizabeth Owens; Emilia Ramos; Gassia Ekizian; Jamie Walker; Karen Lee; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Maria Gonzalez; Martin Hernandez; Mary Camacho Fuentes; Michael Boroff; Michelle Munde; Michelle Rittel; Monika Johnson; Naga Kasarabada; Randolph Faveau; Sandra Chang-Ptasinski; Tonia Jones; Vandana Joshi; Veronica Quintana		
Excused/Absent Members	Anahid Assatourian; Ann Lee; Carol Eisen; Debi Berzon-Leitelt; Jessica Wilkins; Lupe Ayala; Mary Ann O’Donnell; Michael Tredinnick; Misty Aranoff; Pamela Inaba; Theodore Cannady;		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	QIC members attended this meeting.	N. Kasarabada
Review of Minutes	The July minutes were reviewed.	Minutes were reviewed and approved as noted.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Clinical Quality Improvement OMD Report	The Executive Management Team (EMT) has approved the implementation of Columbia-Suicide Severity Rating Scale. The form will be integrated into IBHIS. The trainings will follow. Currently available resource is "The Manager's mini-toolkit of Suicide Prevention Resource".	Dr. Lee will send the Manager's mini-toolkit to Departmental QIC members via email.	K. Lee
Improving Access to Care – Care Clinic	Ms. Ramos presented on Care Clinic Program and on how The Care Clinic is designed to integrate health care screenings, mental health, and substance abuse services to the clients' treatment plan. It is a one-stop centralized project in which the client will be seen by a CARE Clinic Team member first for case management needs, potentially refer clients to the Mental Health Counselor, RN, for screening and monitoring for health care needs such as diabetes, obesity, hyperlipidemias, and other healthcare needs. Finally the client will be seen by their treating Psychiatrist for associated additional assessment and interventions, including medication support.		Emily Ramos
Grievances & Appeals – Patients' Rights Office (PRO)	QIC is meeting with PRO to discuss content of grievances and appeals. The grievance and appeal categories are being changed by the State.		M. Hernandez
	Ms. Walker reminded SA QIC members to send her the Change of Provider Log. Any questions should be directed to Jamie Walker at (213) 738-6192.	Dr. Kasarabada recommended reviewing the Policy 200.05.	J. Walker

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Cultural Competency Updates	Dr. Chang Ptasinski continues to attend the SA QIC meetings to provide Cultural Competency (CC) updates on current activities. In August, she will share information regarding Innovation (INN) 2. She also announced that the CCC will be planning a workshop on cultural competency for the 2016 MH Spirituality Conference.		S. Chang Ptasinski
Policy Update – Office of Compliance	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau
MHSIP Survey Provider Directory	Dr. Joshi presented on the Provider Directory and mentioned that the monthly update system via the SharePoint site is working well. This month 2 SAs (6 and 8) provided an update via the SharePoint site which were reviewed by Dr. Pisca in QID and clarified by Ms. Cano for an update on their specific PFAR process. Dr. Pisca updated the comments on the SharePoint file as well as updated the Online Provider Directory and the hard copy version.		V. Joshi

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Change of Provider Provider QI Process	<p>Dr. Kasarabada informed QIC members that the Change of Provider report is due to the State on October 1, 2015 and to remind providers to submit Change of Provider logs to PRO in a timely manner. SA QIC Chairs expressed concerns about the current process of confirmation from PRO regarding receipt of the logs and that providers are concerned that the information on the report is inaccurate as they have sent their logs but the report shows these were not received by PRO.</p>	<p>Dr. Kasarabada clarified that providers should be sending PRO only the change of provider logs and not the individual change of provider requests. She explained that QID is scheduled to meet with PRO to discuss the current problems with confirming to providers when their logs are received and to ensure the information reported by PRO is accurate. Dr. Kasarabada also mentioned that PRO will be reminded to use the SharePoint site that was created in collaboration with SA QIC Chairs to ensure the change of provider contact receives all information regarding this report. She also explained that the change of provider report for FY 14-15 will be sent to SA District Chiefs by PRO only after QID and SA QIC Chairs review and okay the content and information as accurate.</p>	N. Kasarabada
	<p>Dr. Kasarabada discussed that it would be important to gather information on how the information discussed at SA QIC meetings is disseminated by the QI lead for each provider to all staff at their agency. She mentioned that QID will develop a survey that will focus on this area in the next few months. SA QIC Chairs agreed that this would be beneficial.</p>	<p>QID will develop a survey that focuses on the QI Leads' communication and dissemination of QI information from SA QIC meetings to their agencies.</p>	N. Kasarabada
Handouts:	<ul style="list-style-type: none"> ➤ The Care Clinic Program Power Point Presentation ➤ Policy/Procedure Update August 10, 2015 		

Respectfully Submitted,

Naga Kasarabada, Ph.D.